

AMENDMENTS TO THE CLAIMS:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing Of Claims:

Please amend the claims as follows:

1. (Previously Presented) A method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:
receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with the administration system;
receiving a request for access to the message from the access device;
verifying a first occurrence of access within a time period; and
transmitting the received electronic message to the access device for display at the customer service location.

2 - 3. (Cancelled)

4. (Previously Presented) The method of Claim 1, further comprising displaying the electronic message on a screen display if the access is verified as the first occurrence in the time period.

5. (Previously Presented) The method of Claim 1, further comprising not displaying the electronic message on a screen display if the access is verified as a second or subsequent time in the time period.
6. (Previously Presented) The method of Claim 1, further comprising sending the electronic message to an output device.
7. (Original) The method of Claim 1, further comprising retrieving at least one previously generated electronic message.
8. (Previously Presented) The method of Claim 1, wherein the electronic message includes at least a first portion and a second portion.
9. (Previously Presented) The method of Claim 8, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.
10. (Previously Presented) The method of Claim 9, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.
11. (Currently Amended) A system for communicating with a technician at a customer service location in a telecommunications system, the system comprising:

an administration system configured for generating at least one electronic message;

a technician server operatively associated with the administration system, the technician server configured for:

receiving the generated electronic message; and,

sending the generated electronic message to an access device if the generated electronic message has been modified;

a screen display configured to display ~~adapted for receiving the generated electronic message from the technician server and displaying the electronic message for viewing on an~~ the access device of the technician at the customer service location if the generated electronic message was received by the access device from the technician server.

12. (Currently Amended) The system of Claim 11, further comprising at least one output device operatively associated with the access device and configured for receiving the ~~displayed~~ electronic message.

13. (Previously Presented) The system of Claim 11, wherein the administration system includes a database having at least one profile characteristic stored thereon.

14. (Previously Presented) A computer-readable medium containing instructions for assisting a computer system to perform a method for communicating

with a technician at a customer service location in a telecommunications system, the method comprising:

receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with the administration system;

receiving a request for access to the message from the access device;

verifying a first occurrence of access within a time period; and

transmitting the received electronic message to the access device for display at the customer service location.

15. (Cancelled)

16. (Previously Presented) The medium of Claim 14, further comprising displaying the electronic message on a screen display if the access is verified as the first occurrence in the time period.

17. (Previously Presented) The medium of Claim 14, further comprising not displaying the electronic message on a screen display if the access is verified as a second or subsequent time in the time period.

18. (Previously Presented) The medium of Claim 14, wherein the electronic message includes at least a first portion and a second portion.

19. (Previously Presented) The medium of Claim 14, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

20. (Previously Presented) The medium of Claim 19, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.

21. (Previously Presented) A system for communicating with a technician at a customer service location in a telecommunications system, the system comprising:

means for receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with said administration system;

means for receiving a request for access to the message from the access device;

verifying a first occurrence of access within a time period; and

means for transmitting the received electronic message to the access device for display at the customer service location.

22. (Previously Presented) The system of Claim 21, further comprising means for outputting the displayed electronic message.

23. (Original) The system of Claim 21, further comprising means for retrieving at least one previously generated electronic message.

24. (Previously Presented) The system of Claim 21, wherein the electronic message includes at least a first portion and a second portion.

25. (Previously Presented) The system of Claim 24, further comprising means for customizing at least one of the portions of the electronic message.

26. (Previously Presented) The system of Claim 25, further comprising means for displaying the customized portion to at least one technician.

27. (Previously Presented) The system of Claim 25, further comprising means for identifying a profile characteristic stored in the administration system, the administration system being operatively associated with the means for customizing at least a portion of the electronic message.

28. (Previously Presented) The system of Claim 21, further comprising means for dismissing the displayed electronic message.

29. (Previously Presented) A method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:
receiving access for a technician server for receiving an electronic message from an administration system operatively associated with the technician server;

receiving the electronic message if access occurs for a first time within a predetermined time period; and
communicating the message to an output device.

30. (Previously Presented) The method of Claim 29, further comprising not receiving the electronic message if the access occurs for a second or subsequent time in the time period.

31. (Previously Presented) The method of Claim 29, wherein the output device comprises a displaying screen.

32. (Previously Presented) The method of Claim 29, wherein the electronic message includes at least a first portion and a second portion.

33. (Previously Presented) The method of Claim 32, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

34. (Previously Presented) The method of Claim 33, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.